

H4145 Humana Regional Health Plan, Inc.
Chronic or Disabling Condition (Cardiovascular Disorders, Chronic Heart Failure and/or Diabetes) Special Needs Plan

Model of Care Score: 88.33%

3-Year Approval

January 1, 2015 – December 31, 2017

Target Population

The Humana Regional Health Plan, Inc. (Humana) Chronic Condition Special Needs Plan (C-SNP) is specifically designed for members with cardiovascular disease (CVD), including cardiac arrhythmias, coronary artery disease, peripheral vascular disease and/or chronic venous thromboembolic disorder, chronic heart failure (CHF) and/or diabetes mellitus (DM). Members eligible for the plan are entitled to Medicare Part A, are enrolled in Medicare Part B, have a physician confirmed diagnosis of CVD, CHF and/or DM, reside within one of Humana's new or expanded service areas and are not currently undergoing treatment for end-stage renal disease.

Cardiovascular disease complications include sudden cardiac arrest, aneurysms, peripheral artery disease and stroke. Individuals living with CHF have an increased risk of suffering complications of atrial fibrillation, anemia, kidney failure, and stroke. Individuals living with DM have a significantly increased risk of complications from heart and kidney disease, blindness, high blood pressure and neuropathy.

Provider Network

Humana offers members a comprehensive network of care centered on primary care providers (PCP), medical and surgical specialists available to meet their needs. The network also includes, but is not limited to, acute care facilities, skilled nursing facilities, laboratories, radiography facilities, rehabilitative specialists, mental and social health specialists, home health specialists and end-of-life care specialists. The plan maintains a designated network of sub-acute, long-term care and assisted living facilities. When appropriate, Humana may grant members approval for the utilization of out-of network facilities.

Care Management and Coordination

Within 90 days of enrollment, a referral specialist or care manager (CM) administers the initial health risk assessment (HRA) to members by phone, mail or in-person if necessary. The HRA assesses the member's health status and acuity level which guides clinical interventions and development of the individualized care plan (ICP). The majority of members complete a reassessment annually but high acuity members complete them semi-annually. In the event of a

hospitalization or a change in health status, prescribed medications or utilization of services, reassessments occur more frequently.

Whether done telephonically, in-person or through a combination of the two methods, the CM and care coordinator, develop the ICP in conjunction with the member and/or caregiver. Field care managers may also participate in the initiation and revision of an ICP when meeting in-person with members. The CM also includes information from other ICT members or external providers such as hospital discharge planners or disease management vendors in the ICP. The essential elements of the ICP include: a case management plan with prioritized goals that consider the member's and caregiver's goals, preferences and desired level of involvement; barriers to meeting goals or complying with the plan; a schedule for follow up and communication; a self-management plan and a process to assess member progress. With each member contact, the CM assesses the member's progress toward his or her goals, defines and discusses the barriers to achieving the identified goals and modifies the goals as warranted or desired by the member and/or caregiver. When the member's health status, needs or utilization patterns change, the CM modifies the ICP. The CM stores the modified ICP in the plan's secure, web-based documentation system where it is accessible to the rest of ICT. Upon request, Humana mails updated ICPs to the member.

At the center of the ICT are the member, caregiver(s), the PCP and the CM. The CM also engages other members of the ICT when required based on the member's needs. These ICT participants can include the medical director, clinical pharmacist, a registered dietitian, social workers, behavioral health providers, medical specialists, a community resource specialist, community health educators and a quality assurance specialist. The ICT holds care coordination meetings on a scheduled and an ad hoc basis and utilizes a variety of methods such as face-to-face, phone, web-based or written means to communicate. The member's acuity level and health care needs determine the frequency of these meetings.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at: www.humana.com.